

# **Rogers Fire Department**

## **Mission, Vision and Values**



**January 2010**

# EXECUTIVE SUMMARY

## STATEMENT OF VISION

It is the vision of the Rogers Fire Department to be an established authority, nationally recognized in every risk-related discipline.

## STATEMENT OF MISSION

The mission of the Rogers Fire Department is to provide exceptional risk-related services to our customers.

## STATEMENT OF VALUES

We are committed to providing the highest possible level of customer service to the community. Through dedication, we display and strive for the kind of loyalty our citizens expect of their firefighters. Through courage, we provide the highest quality of response possible to our citizens during their time of need. Through service, we will acquire the skills and teamwork necessary to safely perform the tasks required of us. Service and integrity will be the foundation of all interactions we have within and outside our organization.

1. Our employees are our most valuable resource
2. Relationships with internal and external agencies are integral to our success
3. Reducing risk to all of our customers and employees is paramount
4. We embrace character, integrity, and ethical behavior

## STATEMENT OF INDIVIDUAL WORTH AND ACCOUNTABILITY

- Each individual is valuable to the department.
- Each individual must be treated ethically and provided training, proper equipment, support, safety, and opportunity.
- Each individual is accountable to others in the organization, the department, and the public

## **WHAT DOES THE ROGERS FIRE DEPARTMENT DO?**

In conjunction with the mission statement, the RFD provides emergency fire response, emergency EMS/rescue response, hazardous materials mitigation, prevention/public education, prevention/code enforcement, fire investigations, emergency management preparedness, and training. To perform these tasks properly, the support functions of communications, physical resource management, apparatus maintenance and financial services are also provided.

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## **WHAT MUST THE ROGERS FIRE DEPARTMENT DO TO REACH THE VISION FOR THE DEPARTMENT?**

RFD will:

- **Provide opportunities for all personnel to be properly prepared to accept higher roles and responsibilities within the Department.**
- **Provide emergency response consistent with professionally recognized standards of coverage.**
- **Be fiscally responsible to the community and seek alternative funding sources.**
- **Work to prevent or reduce loss to the community by fire and other occurrences.**
- **Strive for excellence in EMS service delivery.**
- **Establish itself as a leader in emergency management.**
- **Be progressive in personnel management and critical thinking.**